University of Edinburgh

1. Job Details

Job title: Manager of e-Learning Section

School/Support Department: IS/MALTS

Line manager: Director, MALTS

2. Job Purpose

To provide vision and leadership in the development and operational management of campus wide e-learning services. Strategic management of the e-Learning Section of MALTS in the delivery of a major university wide service including the selection, procurement, installation, support and maintenance centrally-provided e-learning systems. To promote and support the uptake of e-learning across the University, and evaluate its effectiveness. To contribute to the strategic management of the MALTS as a member of the MALTS executive group.

3. Main Responsibilities

1. To provide active and professional input and advice to the Director for the strategic development of e-learning services in the University. 15

2. To take full delegated responsibility for the development of policies, planning, implementation, evaluation and day-to-day management of the e-learning services delivered by MALTS 40

3. To liaise with users in Colleges & Support Groups, and external users in the development of service requirements and quality of service levels. 20

4. To provide professional, high level, input to strategic and tactical decision-making in the area of e-learning to enable the University to take appropriate actions to maintain its high quality application of e-learning in all educational activities. 10

5. Assist in the strategic development of Information Services activities across The University, through participation at Information Services level in strategic committees, taskforces and ad hoc groups. 10

6. To represent MALTS at national and international organisations and forums concerned with e-learning, including design, implementation and support, and to liaise with peers in activities of such organisations 5

4. Planning and Organising

The postholder will prepare annual plans for the activities of e-Learning Services within the MALTS contribution to Information Services plans, and report against progress, using agreed performance indicators. S/she will ensure effective execution of the plan, with particular attention to the financial and HR elements. The postholder will anticipate changes due to internal and external developments, scanning the horizon in the area of e-learning services worldwide, so as to recommend appropriate action by the University.

5. Problem Solving

The postholder will work to balance satisfaction of users, in both scale and innovation, within current resources; negotiate with senior staff in other services for solutions to problems in the delivery of mutually-dependent services; respond creatively to changing demands, especially at short notice, by modifying deployment of staff and equipment, and resolve staff management issues within MALTS as they arise.

6. Decision Making
Executive decisions on management of e-Learning Services; executive decisions on deployment of funds to support; advise and guide decisions involved in design.

7. Key Contacts/Relationships

Wide range of senior staff in Support Groups and Colleges, academic and support staff involved in teaching and research across the University. Senior staff in comparable positions at universities and HE agencies, plus commercial organisations.

8. Knowledge, Skills and Experience Needed for the Job

The postholder will require deep knowledge and understanding of the implementation of technology in teaching and learning in UK and international higher education, with ability to predict future trends; proven ability to manage business processes in the context of the University’s chosen model, especially in the domain of staff management; proven leadership in the area of e-learning, and excellent skills in interpersonal relationships, negotiation, oral and written presentation, and analysis and problem-solving.

9. Dimensions

MALTS has an annual turnover of ~£0.75M, and a staff base of 26, of which the e-Learning Section accounts for 11 core staff plus additional project funded staff, and 50% of the recurrent budget. This Section provides robust and reliable e-learning tools and systems on a 24x7 basis, and comprehensive user support for these systems. Annual software licence and hardware costs for the core e-learning systems are over £200k, and the tools are being actively used 24x7x365 in over 1000 courses. They are available to every course, every student and every member of staff in the University. The online assessment systems are used for the management and delivery of summative assessments. In addition to these systems the e-Learning Section also contains the central video production services, which create digital video for learning and teaching as well as for promotional purposes.

10. Job Context and any other relevant information

This post contributes to the strategic goal of excellence in education. The development and delivery of core e-learning services is now mission critical to a substantial proportion of the University’s learning and teaching activities.